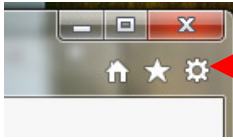
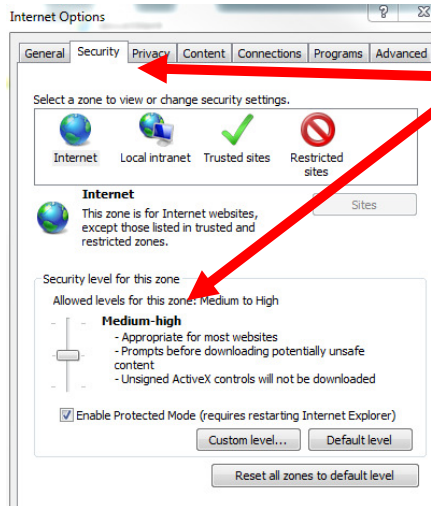


## POP-UP BLOCKER – CONFIGURE FOR CORNERSTONE PORTAL

1. Have the user launch their Internet Explorer browser, in the top, right corner click on the **TOOLS** icon (looks like a gear), select **INTERNET OPTIONS**



2. Click on the **SECURITY** tab at the top, ensure the Security level is set for **MEDIUM-HIGH**, if not have user change by sliding the bar.



3. Click on the **PRIVACY** tab, then **SETTINGS**, in the field “Address of website to allow”, type **ncgov.csod.com**, then click on **ADD**, click on **CLOSE**, at the next screen click on **OK**.

Close the browser window. All windows opened with Internet Explorer should be closed.

Open Internet Explorer again, go to <https://ncgov.csod.com> and navigate to the user’s transcript, and try Launching the course again. It may take a couple of minutes to load based on the user’s internet speed.

